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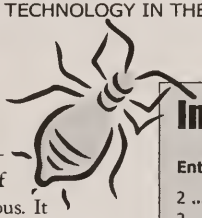
ISD News & Views
May 1999
A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

The Melissa Virus Epidemic



On Friday, March 26, a new Word macro virus called Melissa, was released via e-mail attachment to thousands of computers around the world. This virus is very dangerous. It can slow, or bring e-mail systems to a halt! Melissa uses the Outlook address book to send itself to 50 people from the virus recipient with a subject of "Important Message from <name of virus recipient>". This causes people to think it is a real message from a trusted source. Once opened by the new recipient, it sends itself to 50 more people. This continues until the e-mail system is rendered helpless.

The Melissa virus was found Monday, March 29, in the State's e-mail system. In order to isolate and clean it, the following actions were taken:

- Agency LAN administrators and virus scan administrators were notified to upgrade their VirusScan DAT files with the 3/26/99 release that detects and cleans the Melissa virus (anything older won't work).
- The State's Internet Mail Connector (IMC) was shut down to prevent the virus from spreading to and from the Internet.
- The State's Message Transfer Agents (MTAs) control e-mail movement between five Exchange e-mail servers. They were shut down to prevent the virus from spreading within the State. Outlook continued to work on each desktop, but messages could only be delivered to users on the same Exchange server. Messages for any other users were queued for later delivery. ZIP!Office also worked on each desktop, but messages to non-ZIP! users were queued for later delivery.
- Utilities were obtained from Microsoft to detect and clean the virus from user mailboxes on the Exchange servers. All Exchange servers were cleaned by Monday evening and the MTAs were started again.

The messages queued in the Internet Mail Connector (both incoming and outgoing) were scanned in groups, and then delivered. The IMC was shut down again to prevent further infection from the Internet. This process was completed several times a day until we installed a new virus scanning product on the IMC Wednesday.

This virus scanning product will continue to prevent the State from getting this and other viruses sent via Internet e-mail. As messages are scanned on the IMC, any e-mail found to have a virus is moved to a folder on the Internet mail server and is not delivered. Both the sender and receiver are sent e-mail messages notifying them of the virus detection.

Because of our readiness to deal with this problem, as well as the cooperation of agencies to update the VirusScan software, the State's e-mail system was not affected as badly as it could have been. Also, educating users on how to recognize and not open e-mail with the Melissa virus helped prevent huge problems.

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We expect to see more of these types of viruses in the future, but hopefully the measures taken will protect our network. For more information regarding computer viruses, contact Lynne Pizzini, Network Security Officer, at 444-4510, ZIP!/Outlook, or e-mail at lpizzini@ state.mt.us.

Help is Here! Dial 444-2000

Have a problem and need a solution? Call the ISD Customer Support Center at 444-2000. We're here to provide assistance from 6 am to 6 pm, Monday through Friday, with on-call support 24 hours a day. The Automatic Call Distribution (ACD) System will let you choose to:

1. Receive information on any global network or mainframe problems.
2. Be automatically routed to a MT PRRIME specialist for support.
3. Speak directly to a Customer Support Technician.

ISD's Customer Support Center technicians provide first-level trouble shooting. Technicians come from different backgrounds, each bringing a wide variety of knowledge to the resource pool. This knowledge allows the technicians to resolve multiple problems and answer a variety of questions. Here are some of the problems technicians are trained to support. **Remember to always go through your own Agency's help desk or network administrator first!**

- Wide Area Network (WAN) - routers, TCP/IP, analog, digital and frame relay circuits
- Local Area Network (LAN) - switches, hubs, wiring, gateways
- Network Operating Systems (NOS) - Novell, NT, NDS, VAS
- E-mail - Outlook, Zip!Office, TAO
  The Customer Support Center can now reset your OUTLOOK password!
- Mainframe - terminal recycles, connectivity, JCL, file transfers, VPS printers, VTAM, TSO, CICS, RDS
- Application Support - PowerPoint, Excel, Access, Word, WP6.1, Windows 95/98/NT, installation and use
- Winframe - Security and connectivity

Have a problem that doesn't fall under one of the above categories? Feel free to call anyway. We may not have all the answers, but we generally know who does! These questions are elevated to specialized technicians via ISD's Service Center trouble tracking application. When you call 444-2000, we'll ask you for specific information to enter into a Service Center ticket. The problem is then tracked from the initial call through resolution. Please have the initial information ready when you call. Information requested may include:

- Your ACF2 ID and the ACF2 ID of the user
- Contact phone number
- Agency/location/office
- Symptoms and steps taken to troubleshoot the problem
- As much information you have regarding versions, operating systems, applications affected, pertinent data, etc. The more thorough you are, the faster we can provide a solution.
- Have there been recent changes on your machine, desktop or network?
- Have there been power outages since the last time you logged on?

In addition to troubleshooting calls, technicians schedule and coordinate adds, moves and changes on the state data network. The technicians work with all state agencies, some county personnel, and multiple vendors, to ensure data network wiring and other activities are coordinated when required.

For more information, contact Barb Sheline of the ISD Customer Support Center, at 444-4909, ZIP!/Outlook, or e-mail at bsheline@state.mt.us.

Calendar of Events

May

5 Information Technology Managers Council (ITMC), 8:30-10:30 am Rm 111, Metcalf Bldg.

12 Information Technology Advisory Council (ITAC), 8:30-noon Rm 111, Metcalf Bldg.

19 Montana Geographic Information Council (MGIC), 12-5 pm, Rm 160, Mitchell Bldg.

20 SummitNet Executive Council (SEC), 1:30-3:30 pm, DPHHS

June

2 Information Technology Managers Council (ITMC), 8:30-10:30 am Rm 111, Metcalf Bldg.

Billings Trial Project - Wireless Enhanced 9-1-1

A trial project for technology that provides the location of a 9-1-1 cell phone caller is underway. The test area is in Billings and the immediate surrounding area. Six companies and two government entities are participating. This trial is designed to deploy, evaluate and demonstrate a complete "end-to-end" wireless enhanced 9-1-1 (E9-1-1) system that will meet and exceed FCC requirements.

During the first phase, the technology trial, Western Wireless (also known as Cellular One), worked with US Wireless to test and demonstrate US Wireless' "RadioCamera" system that provides wireless 9-1-1 caller location information. The technology trial was successful. The caller's location could be shown on a map display while a street address range was concurrently displayed on a computer screen.

The second phase is expected to last approximately 120 days. 2-1-1 test calls will be answered at a special workstation near the Billings/Yellowstone PSAP. Equipment capable of receiving and displaying the associated information is being installed in the nearby emergency operations center (EOC). It is anticipated that the 9-1-1 dispatcher will see the caller's location on the map display, and will also be able to track a moving caller.

Results of the trial will be evaluated according to a set of established criteria. The report of the findings should be issued in August or September 1999. Since the initial phase of the trial was so successful, we anticipate similar results from the second phase.

For more information, see our web site at **http://www.state.mt.us/isd/groups/9-1-1** or contact Surry Latham, 9-1-1 Coordinator, at 444-2420, ZIP!/Outlook, or e-mail at slatham@state.mt.us.

Cramming

Cramming is the practice of placing unauthorized charges on consumers' telephone bills. Cramming relies heavily on consumer confusion over telephone bills to mislead consumers into paying for services that were not authorized or received.

Cramming can come in many forms, and is often hard to detect unless consumers closely review their telephone bills. Here are some examples of possible cramming charges:

- Charges for services that were not requested or authorized by the consumer.
- Charges for services that are explained on the telephone bill in general terms. (i.e. service fee, service charge, other fees, voicemail, mail server, calling plan, psychic, and membership).
- Charges that are added to a consumer's telephone bill every month without a clear explanation of the services provided. (i.e. monthly fee or minimum monthly usage fee)

These charges may be for legitimate services, but only if authorized by the consumer billed for the services.

If cramming charges are listed on your telephone bill, you should take the following actions:

- Immediately call the company that charged you for calls you did not place, or for services you did not authorize or use. Ask the company to explain the charges. Request an adjustment to your bill for incorrect charges.
- Call your local telephone company about cramming charges billed by that company. A customer help-line number for your local telephone company is usually on the front page of your telephone bill.
- Explain your concerns about the cramming charges to your local telephone company. Ask them to explain the procedures for removing incorrect charges from your bill.

If the companies will not remove incorrect charges from your telephone bill, you can call the Public Service Commission (PSC) at 1-800-646-6150.

Thanks to the Public Service Commission for allowing us to reprint this information from their web site **http://www.psc.state.mt.us.**

For more information about cramming, contact Les Smith of the Telecommunications Operations Bureau at 444-1203, ZIP!/Outlook, or e-mail at lesmith@ state.mt.us.

Imaging and Document Management Seminar

Find out how to get rid of your filing cabinets!
May 25, 1999
DPHHS Auditorium, 111 N. Sanders
Two seminars: 10-11 am and 2-3 pm
Presented by KPMG Peat-Marwick and ISD

- Do you know what electronic imaging is?
- Are you aware of how imaging can help your business?
- Did you know ISD offers a Centralized Imaging Service?

Come to a seminar May 25th for more information on imaging and how it can benefit you. There will be prizes and giveaways so don't miss out! Everyone welcome.

For more information, please contact Brett Boutin at 444-0515, ZIP!/Outlook, or e-mail at bboutin@state.mt.us.

Year 2000 Status Report

The State is well on the way to meeting its goal of Year 2000 compliance. As of April 6, 1999, more than two-thirds of all systems were Year 2000 compliant as shown in figure 1. We expect that number to rise to over 95% by August as shown in figure 2.

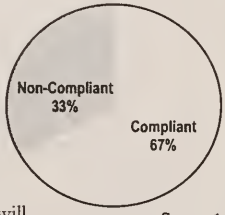
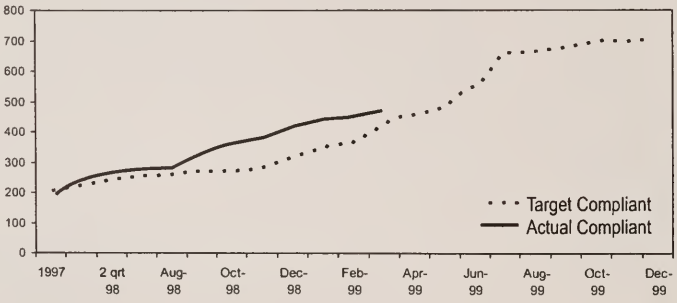


figure 1

The summer statewide issue of *ISD News & Views* will provide some general guidance to state employees on steps they can take to minimize the impact of Year 2000 on their lives.

For more information on the Year 2000, check out our web site at **http://www.state.mt.us/isd/year2000** or contact Year 2000 Compliance Officer, G Scott Lockwood at 444-2655.

figure 2



Outlook Conversion

Two-thirds of State e-mail users have been converted to Outlook. The remaining months will see Justice, Public Health and Human Services, State Library, Historical Society, State Auditor, Livestock and the Legislative Branch converted. The project is scheduled to be complete July 1, 1999.

As more mailboxes are installed, use on the primary Exchange server increases. The e-mail team planned for that increase and therefore recently installed the second CPU in our dual-processor DEC Alpha server. During peak times (8 to 9 a.m.) utilization with one processor was running over 70%, and normal load was running 45-50%. With lots of mailboxes still to come, the team is monitoring use to make sure e-mail responsiveness is the best it can be.

Over the last month, the team has been upgrading the Exchange NT servers, working on security issues and testing a new 16-bit client software.

For more information on the E-mail project, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook, or e-mail at wwheeler@state.mt.us.

MT PRRIME - Payroll Training and Testing

Two months of rigorous payroll training ended on March 26. Training for three processes was scheduled throughout the eight-week time frame: Position Budgeting and Control, Managing Position and Employee Data, and Time and Labor. Instruction was provided to 358 people.

Anne Bauer, Linda Davis, Deena Korting, Bonnie McElroy, and Joanne Shydian, not only conducted the classes, they also developed the training manuals and online (Robo) help for the human resource and payroll software.

Copies of job aids and user manual replacement pages are available on the MT PRRIME Web site at **http://www.state.mt.us/doa/mt_prrime/montpri.htm.** Click on the Training and Manuals Section. Since minor changes to the software occurred subsequent to training, you should look at the sections specific to the class you took and print replacement pages. There's also a section on Answers to Questions that were collected during the training sessions.

The class evaluations were very positive, and every trainer received rave reviews. The only comment that couldn't be helped was related to the parallel software development changes that couldn't be transferred to the training database. Attendees understood the software was developing at the same time, but it made learning and teaching a challenge!

Four parallel payroll tests were conducted during the last few months. Agency payroll staff entered time into PPP, and then keyed that same information into the new software. Checks were printed and compared to PPP to make sure the process worked properly. Every agency participated, and more than 6,000 employee's checks were tested and compared in the fourth parallel test.

Employees may see some differences (in most cases less than $1) between their PPP and PeopleSoft checks. A letter explaining these differences will accompany the first PeopleSoft check on May 5.

For more information, contact Anita Varone of MT PRRIME at 444-2013, ZIP!/Outlook, or e-mail at avarone@state.mt.us.

NetWare 5 Conversion Project

The State of Montana enterprise will be upgrading its network operating system to Novell's NetWare 5 this year. NetWare 5 supports an IP (Internet Protocol) transport protocol and furthers the State's goal of moving to a single protocol network.

NetWare advantages to the state environment:

- Frees up bandwidth on the network
- Improved management and administration of directory services
- Enhanced management of remote servers
- Simplified administration of IP addresses
- Improved tools for network application development
- Trouble-free operation as the year switches to 2000
- And lots more

ISD is working with agencies to establish a Project Team to plan, test and deploy the new software. Since the state has over 400 NetWare servers, this will be a very large undertaking requiring resources from both ISD and the agencies. The project will likely run through October 1999.

Watch future issues of *ISD News & Views* for progress on the project. If you have any questions, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook, or e-mail at wwheeler@state.mt.us.

IBM 9672-R26 Installed

On March 28, ISD installed an IBM 9672-R26 mainframe processor. To provide fast recovery if the R26 didn't perform as expected, the old IBM 9021-832 was left powered up, but uncabled the first week. We were able to have this recovery path because of the reduced size of the R26. The 832 was over 500 sq. feet, while the new R26 is 20 sq. feet. Besides the reduced size of the new processor, it requires one-hundredth of the electrical power, significantly less air conditioning, and does not need chilled water for cooling.

The IBM 9672-R26 is a fifth generation IBM SYSTEM/390. It has two processors that give a combined rating of 217 MIPS (millions of instructions per second). The older IBM 9021-832 had three processors with a combined rating of 174 MIPS. The new R26 has 75 channels capable of a combined throughput of 1.2 billion bytes per second. This is almost double the I/O throughput of the 832.

For more information about the IBM 9672-R26, contact Craig Smith of the Computing Operations Bureau at 444-3458, ZIP!/Outlook, or e-mail at craigs@state.mt.us.

New Additions to the Mainframe Date Conversion Subroutine

A number of mainframe applications use a date conversion subroutine known as DATECVT. It is popular because it will convert an extremely wide range of date formats. We've recently added a new format code of 41, which will accept or change a date to dd-mmm-yyyy. (i.e. 15-MAR-1999)

The original documentation was modified to include this new format code of 41. The DATECVT document can be viewed or printed using Microsoft Word. The document is located on the Value Added Server at guest\Cobol.doc\ DATECvt.doc. If you need help connecting to the VAS, please contact your Network Administrator.

DATECVT is the only date conversion subroutine that is supported by ISD.

If you have questions concerning this article, contact Jim Tompkins of the Computer Operations Bureau at 444-1203, ZIP!/Outlook, or e-mail at jitompkins@state.mt.us. For general questions or problems, please contact your agency support staff, or the ISD Customer Support Center at 444-2000.

ITMC April Meeting

The Information Technology Managers Council met on April 7, 1999.

The group reviewed agency statistics on use of the State's Bulletin Board System, learned what steps ISD is taking to prevent viruses coming across the state's Internet mail server, and was asked for comments on new PC LAN Topology recommendations.

Updates were presented on legislative news, MT PRRIME, Exchange e-mail, Y2K compliance, Oracle Web Server pricing, and Web Server subcommittee activities.

Complete minutes of the meeting are available on the ISD web site at **http://www.state.mt.us/isd/groups/ITMC**.

For more information on the activities of ITMC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook, or e-mail at wwheeler@state.mt.us.

More about Oracle Designer

Database Design Transformer

After the requirements of a system are defined, and the Entity Relationship Diagram is finished, the following information will enable you to use the Database Design Transformer in Oracle Designer.

After the logical data model (Entity Relationship Diagram) is complete, the data must be translated into a physical database schema. In Designer/2000, the transformation of the logical data model of a system into a working physical database schema goes through the following stages:

1. Create a first-cut physical design based on the logical data model using the Database Design Transformer.
2. Refine the physical data model using the Design Editor.
3. Implement data-related business rules.
4. Generate DDL statements and create the physical objects in a database using the Server Generator.

Besides translating the logical data to a physical database schema, the Transformer performs the following tasks:

- Creates tables based on properties of entities.
- For each table, creates columns based on properties of attributes of the corresponding entity.
- Implements a relationship between entities as foreign key constraints associated with the corresponding tables.

For each entity, the Transformer automatically includes in the set the attributes of the entity as well as any unique identifiers or relationships defined for the entity. The default mode is a simple way to use the Transformer. If you run the Database Design Transformer with these default settings, the Transformer will create all the tables, columns, keys, and indexes necessary to implement the logical data model.

For more information on Oracle Reports, or any of the Oracle applications, contact Steven St. John at 444-2910, ZIP!/Outlook, or e-mail at sstjohn@state.mt.us or Barry Fox at 444-5895, ZIP!/Outlook, or e-mail at bfox@state.mt.us. Oracle database information can be obtained by contacting Tony Noble at 444-2922, ZIP!/Outlook, or e-mail at tnoble@state.mt.us or Tom Rediske at 444-1593, ZIP!/Outlook, or e-mail at trediske@state.mt.us.

Windows Freebie – THESMENU

This month's Windows utility is THESMENU. The Popup Thesaurus Menu gives you right-click access to synonyms, alternative word meanings, and antonyms, within any Microsoft Word 97 document without having to go through the file menu or a keyboard shortcut.

In Word, right-click on any word or selected phrase and choose "Thesaurus" from the popup menu. A list of words and/or phrases of similar meaning (synonyms) will be displayed. Select a word or phrase from the list, and click on it to replace the selection in your document. If alternate meanings for the word are available, they will also be displayed. When the mouse moves over the alternate meaning, another flyout menu will display synonyms for the selected alternate word meaning. You may also select the opposite meaning (Antonyms) flyout.

To install the Right-Click Popup Thesaurus Menu, start THESMENU.EXE and follow the prompts. This program requires Microsoft Word 97 running under Windows 95/98 or Windows NT 4.0 or greater.

If you would like a copy of the THESMENU (Copyright Mike Craven and Woody Leonhard, 1998) files, they are available on the Value Added Server at guest\windows\win95\addons\thesmenu. If you do not have access to the Value Added Server, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!/Outlook, or e-mail ivavruska@state.mt.us.

Windows Freebie – MOUSEIMP

MouseImp is a handy tool designed to improve productivity and convenience when working with a standard mouse in Windows 95/98/NT/2000. Offering new possibilities, its small and efficient code does not affect your system's performance. MouseImp is made of two separate functions – DirectScroll and AutoShrink.

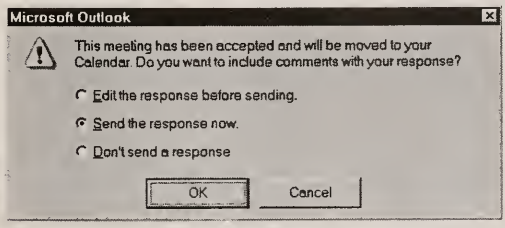
To scroll a window, you normally have to drag scroll bar's thumb or click its arrows. MouseImp offers a better solution. Just position the cursor over the window, use DirectScroll activation shortcut (right mouse button by default) and move the mouse. You can also slow down scrolling for better accuracy by using slow down activation shortcut that defaults to left button of your mouse.

Many programs offer fast access to basic functions by using toolbars, or small windows floating above program's workspace. AutoShrink removes toolbars from the screen for your convenience, only caption bars remain. To restore a toolbar, just point to its caption. AutoShrink is also useful to operate on topmost windows like ICQ.

If you would like a copy of the MOUSEIMP (Copyright TV4 STUDIOS, 1999) files, they are available on the Value Added Server at guest\windows\win95\addons\mouseimp. If you do not have access to the Value Added Server, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!/Outlook, or e-mail ivavruska@state.mt.us.

Outlook 98 Meeting Responses

When you open and accept a meeting request in Outlook, you are prompted with the following:


Microsoft Outlook
This meeting has been accepted and will be moved to your Calendar. Do you want to include comments with your response?
Edit the response before sending.
Send the response now.
Don't send a response
OK
Cancel

The default is set to "Send the response now". This then generates an e-mail to the scheduler and lets them know if you have accepted their meeting request. Some users prefer to check the first box – "Edit the response before sending" so that they can send an e-mail message with the acceptance notice. Some users choose "Don't send a response". Their intention to eliminate a lot of unnecessary e-mail is warranted. Keep in mind, however, if no response is sent, the scheduler will not be able to open the meeting and check the Attendee Availability Tab and see if you are coming to their meeting. Even though you have posted the meeting to your calendar, the scheduler doesn't know. Therefore, it is recommended that you send a response.

Outlook 98 Web Access Instructions

Outlook Web Access Instructions have been developed and are available for users. The document is located on the ISD's Value Added Server (VAS) at guest\Emailinfo\Dialup Access\Outlook Web Access Instructions.doc. Check with your Network administrator if you have questions accessing this server. The information is also on the ISD web site at **http://www.state.mt.us/isd/techinfo/access.htm**.

If you have any questions regarding these articles, contact Sue Skuletich of End Users System Support at 444-1392, Outlook/ZIP! or e-mail at sskuletich@state.mt.us. For general Outlook questions, please contact your agency support staff, Outlook Office Assistant, or the ISD Customer Support Center at 444-2000.

Using Outlook 98

Outlook articles plus Tips & Tricks are available on the ISD web site at http://www.state.mt.us/isd/techinfo/outlook.htm.

Would you like to check your State e-mail from home or from a laptop? To learn how, see the ISD web site at http://www.state.mt.us/isd/techinfo/access.htm.

Delete it Now Using Office 97

There are times when you choose File, Open, in a Microsoft Office document and happen to notice a file that needs deleting. You don't have to wait until you finish what you're doing and then use Windows Explorer to delete the file. All you have to do is select the file in the Open window and press Delete. This will delete the file, and you can go ahead with your work. An alternative way to delete the file is to select the file in the Open window, right-click on the file, and choose Delete from the shortcut menu that appears. The shortcut menu shows the most frequently used commands for a given item.

A portion of this article was obtained from TipWorld at **http://www.tipworld.com.** For more information, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!/Outlook, or e-mail at ivavruska@state.mt.us. For general Office 97 questions, please contact your agency support staff, Microsoft Office Assistant, or the ISD Customer Support Center at 444-2000.

Word 97 - Hold that Thought

When you revise a document in Word 97, you may want to maintain and quickly access earlier versions. You can use Word's Version command to store many separate versions of a document, all within a single document file. Say, for example, that you've just finished writing Chapter 1 for your latest novel in a document called Chapter1. You now want to revise the chapter, but before doing so you want to save the current version so that you can refer back to it if necessary. To do this:

1. Choose Versions from the File menu.
2. In the Versions dialog box, click the Save Now button.
3. When Word prompts you, add a descriptive comment for the version.
4. To see the original version again, open your document if necessary, and choose the Versions command from the File menu.
5. In the Versions dialog box, click the version you wish to open and click the Open button.

This tip is assimilated (resistance is futile…) from **http://www.tipworld.com.** For general Word 97 questions, please contact your agency support staff, Word Office Assistant, or the ISD Customer Support Center at 444-2000.

Word 97 - Browse by Object

One of the great new features in Word 97 is the Browse Object command. This feature enables you to navigate through your document by specific objects you can select from the Browse Object menu. There are 12 objects you can browse by: Go To, Find, Edits, Heading, Graphic, Table, Field, Endnote, Footnote, Comment, Section, and page.

To navigate through a document using this feature, click the Browse Object button at the bottom on the vertical scroll bar to open the Browse Object menu. Then, click the button for the type of browsing you would like to do. The double arrows will change color to indicate you are now browsing by an object other than the page. To stop browsing by an object, click the Browse Object button and select Page.

This article was taken in part from Software School, Inc. If you have questions about this article, please contact Carl Haller of End User System Support at 444-2072, ZIP!/Outlook, or e-mail at challer@state.mt.us. For questions about Word 97, please contact your agency support staff, Word Office Assistant, or the ISD Customer Support Center at 444-2000.

Word 97 - Give Footers the Boot

Have you been looking for an easier way to discontinue a footer in Word 97? For example, if you have a letterhead with the logo and footer on the first page, and don't want the footer on the remaining pages, Word 97 can handle the task for you. Just set up a template with a footer on just the first page.

1. Open a new blank document and choose View, Header and Footer.
2. When the Header and Footer dialog box opens, scroll down to the footer and then click the Page Setup button. The icon on the toolbar resembles an open book.
3. Select the box "Different first page" and click OK.
4. Now add the necessary text and graphics to the footer. When finished, click Close.

Save the document as a template

1. Choose File, Save As.
2. When the Save As dialog box opens, click the arrow at the right side of the Files of Type list box to expand the list.
3. Select Document Template (*.dot) from the list.
4. Name your new template, and click Save.

Using the template on a new document

1. Open Word 97 and choose File, New.
2. Select your new template from the list and click OK.

If you have any questions concerning this article, contact Heidi Mann of End User Systems Support at 444-2791, ZIP!/Outlook, or e-mail at hmann@state.mt.us. For general Word 97 questions, please contact your agency support staff, Word Office Assistant, or the ISD Customer Support Center at 444-2000.

Excel 97 - Manual Page Breaks don't Appear

In Microsoft Excel, when you set a document to "Fit to x pages wide by x pages tall" in the Page Setup dialog box, manual page breaks do not appear on the worksheet, and are ignored in print preview and output. If you would like your entire worksheet to print on one page, do the following steps.

1. On the File menu, click Page Setup, then Page tab.
2. Under Scaling, click Fit To and specify pages wide by pages tall.
3. On the File menu, click Print Preview. This forces the document to be scaled according to the Fit To setting. Click Close.
4. On the File menu, click Page Setup again. This time, select the Adjust To option in the Scaling section. The percentage the document was scaled to while in print preview appears when this option is selected.
5. Click OK. Your spreadsheet should now print on one sheet of paper.

If you have any questions concerning this article, contact Brian Clark of End User Systems Support at 444-0751, ZIP!/Outlook, or e-mail at brianc@state.mt.us. For general Excel 97 questions, please contact your agency support staff, Excel Office Assistant, or the ISD Customer Support Center at 444-2000.

Excel 97 - Conditional formatting

Color-coding your data lets you tell at a glance whether your numbers are up or down. Using Excel's conditional formatting features, you can set up your sheet so that cells change colors depending on their values, and it is a great way to make your cells easy to read.

Select the cells that you want to color-code. To select noncontiguous cells, hold down Ctrl as you click.

Select Format/Conditional Formatting. In the Conditional Formatting dialog box, you'll set the conditions for the cells. In the first field on the left, decide whether you want the condition based on the value of a cell or formula. In the second field, select which conditional terms apply. In the third field, fill in the value for the cell, or use the third and fourth to fill in a range. For example, if you want to create a conditional format for a Total cell, you could select "Cell Value Is" for the first field, "Greater than or equal to" for the second, and enter 1,000 in the third field as the value.

In the same dialog box, click Format to set the cell's appearance when the condition is met. You can set options related to font, border, and pattern. If you just want to set the color, choose the Patterns tab, and select a color for the cell. For our example, you might select green, so that the Total cell will glow green when it hits the 1,000 mark.

Click OK to complete the first condition.

If you want to add another condition to the cell, click Add, and repeat the steps to fill in Condition 2. Otherwise, click OK to put the conditional format in place.

If you have any questions concerning this article, contact Jerry Kozak of End User Systems Support at 444-2907, ZIP!/Outlook, or e-mail at jkozak@state.mt.us. For general Excel 97 questions, please contact your agency support staff, Excel Office Assistant, or the ISD Customer Support Center at 444-2000.

Media Based Training (MBT)

What is a Gateway? How do Routers work? What is a T1 line? What is a Relational Database? The answers can be found in ISD's MBT library. Most of the courses take a few hours to complete. They are self-paced so you can go over sections as many times as you need.

Who can check out courses? Any state employee at no charge.

You need a VCR or Multi-Media PC. Most courses are available on both video and CD. However, some courses are available on CD only. Various teaching methods are used like diagrams and real-life examples. A workbook with quizzes is included.

Sign up. Call Shawndelle Semans at 444-2700, or e-mail at ssemans@state.mt.us. She will need your name, phone number, address, agency and how you would like to receive the course. You can pick up the course in Room 222 of the Mitchell Building, or we can deadhead or mail it to you.

Checkout is two weeks. If you need more time, we'll extend the checkout period for another two weeks if no one is waiting.

What's Available? Course descriptions can be found on the VAS at guest\training\CT_Video\T3_VAS.doc. Approach users can see if the course is available by accessing guest\training\CT_Video\videodb.apr (password Montana).

See the course descriptions on our web site at **http://www.state.mt.us/isd/current/training/mbt.htm**

Course Topics include:

- Course Series - Digital Communications, LAN/WAN Communications, TCP/IP Networking, NetWare 3.x, 4.x, SNA Networking, Cisco Routers
- Relational Database Courses
- Oracle Courses
- Mainframe Courses
- UNIX Courses
- Project Management Courses
- Microsoft Courses
- Web Design Courses

This month lists course series available for checkout. Most of the courses are available in both video and CD-ROM. An asterisk indicates that the course is available in CD only. The minimum requirements for the multi-media CD are:

- 100 Mhz PC
- 16MB RAM
- 4X CD-ROM
- 256 Color Monitor
- Windows95
- Sound Blaster or compatible card
- Speakers

Implementing and Expanding PC LANs

1.01.01 LAN Components
1.01.02 Network Operating Systems (NOS) and Servers
1.01.03 LAN Applications
1.01.04 LAN Installation and Expansion
1.01.05 Network Connectivity and Wide Area Networks
1.01.06 LAN Troubleshooting and Global Network Management

NetWare 3.x

1.02.01 NetWare 3.x: Concepts
1.02.02 NetWare 3.x: Installation
1.02.03 NetWare 3.x: Configuration
1.02.04 NetWare 3.x: Daily Management
1.02.05 NetWare 3.x: Troubleshooting

NetWare 4.x

1.03.01 NetWare 4.x: Introduction
1.03.02 NetWare 4.x: NetWare Directory Services (NDS)
1.03.03 NetWare 4.x: File Services
1.03.04 NetWare 4.x: Security
1.03.05 NetWare 4.x: Print Services
1.03.06 NetWare 4.x: Workstation Configuration, Login Scripts and Menus
1.03.07 NetWare 4.x: Managing the Server

Windows NT 3.x*

1.04.01 Windows NT 3.x Support

http://www.state.mt.us/isd/current/training/mbt.htm

Windows NT 4.x*

1.04.02 Windows NT 4.x Administration
1.04.03 Windows NT 4.x Core Technologies
1.04.04 Windows NT 4.x Enterprise Technologies: Planning & Implementation

Solaris System Administration*

1.05.01 Solaris System Administration

LAN-WAN Interworking

2.01.01 Functions of Internetworking
2.01.02 LAN Configurations
2.01.03 Linking Devices: Repeaters, Bridges
2.01.04 Linking Devices: Routers, Gateways
2.01.05 Transmission Using TCP/IP
2.01.06 Network Management: SNMP, OSI
2.01.07 Advancements in LAN Technology
2.01.08 WAN Developments and the Internet

SNA

2.02.01 Components of SNA
2.02.02 SNA Network Activation
2.02.03 Advanced SNA Architecture (APPC and APPN)
2.02.04 SNA Data Links and Transmission Media
2.02.05 SNA Interoperability: TCP/IP, LANs, DEC and OSI
2.02.06 SNA Network Management

ATM

2.03.01 Overview of ATM and the ATM Cell
2.03.02 ATM Transmission Signaling and Management
2.03.03 Today's ATM Issues

Understanding Addressing in a TCP/IP Network

2.04.01 Configuring IP Addresses and Subnets
2.04.02 Routing with IP Addresses
2.04.03 Diagnosing and Solving Addressing Issues

Applying Network Management Using SNMP

2.05.01 SNMP Management Components
2.05.02 SNMP Message Exchange and SNMP v.2
2.05.03 SNMP Management Tools and Techniques
2.05.04 SNMP Management Case Studies

Cisco Router Configuration

2.06.01 Cisco Internetwork Operating System (IOS)
2.06.02 Configuring Protocols on a Cisco Router
2.06.03 Cisco Router Configuration Simulations (Basic IOS Commands)

Cisco Advanced Router Configuration*

2.06.04 Cisco Advanced Router Configuration
2.06.05 Cisco Troubleshooting
2.06.06 Configuring Cisco LAN Switches

Introduction to Data Communication Networks

3.01.01 Basic Elements of Data Communications
3.01.02 Data Communications Hardware and Software
3.01.03 Binary Numbering System and Interchange Codes
3.01.04 Data Transmission Concepts and Telephone Lines
3.01.05 DTE-DCE Interface and RS-232-C
3.01.06 Concepts of Data Link Control
3.01.07 Start-Stop Data Link Control

T1 Digital Networks

3.02.01 T1 Components
3.02.02 T1 Input and Output
3.02.03 T1 Multiplexers
3.02.04 Testing a T1 Network
3.02.05 T1 Network Management Systems (NMS) and Applications

Frame Relay

3.03.01 Technical Overview of Frame Relay
3.03.02 Signaling and Other Frame Relay Protocols
3.03.03 Frame Relay Implementation, Application and ATM Issues

Remote LAN Access Technologies

3.04.01 Remote LAN Access Technologies

For more information, contact Trapper Badovinac of the Policy, Development & Customer Relations Bureau at 444-4917, ZIP!/Outlook, or e-mail at tbadovinac@state.mt.us.

Computer Security Training for End Users

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

Date: Thursday, July 15, 1999
Time: 8:30–10:30 am
Location: Rm. 13, Mitchell Bldg.

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.

Outlook 98 Training News

You asked for it, you got it! An Advanced Outlook Training Session is being offered at the Helena College of Technology. This 2-hour class costs $25 and will cover some of the more advanced features of Outlook. Features include Personal Folders, Message Tracking, Archiving, Contacts, Dialup Access, Tasks, etc. This class will be offered on a regular basis if there is a demand for it. Two classes are currently scheduled.

- May 27 from 1 - 3pm
- June 24 from 10am - noon

Also remember that all new State employees need to attend Outlook training (tuition paid for by ISD). To register for the Advanced Outlook training, or to sign up a new employee for the introductory Outlook class, contact Lee Suttrop (444-6821) at the Helena College of Technology.

Project Management Training

Information Services is sponsoring a three-day Project Management for Information Systems workshop.

Presented by Systemation, Inc.
May 10-12, 8:30 am - 5 pm
Room 225, Scott Hart Bldg.
Approximately $530, depending on enrollment
Register by e-mail to Lois Lebahn, ISD

For a complete course description, see **http://www.state.mt.us/isd/current/training/tech.htm.**

Beginning in July, a series of Project Management courses will be offered. Courses will include Project Management for Information Systems, Estimating/Risk, Business Systems Analysis, Universally Systems Analysis, Universal Systems Design, and Systems Testing & Quality Assurance. Watch *ISD News & Views* and the web site for more information.

For more information, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook, or e-mail at wwheeler @state.mt.us.

Oracle Channel Training

Oracle will discontinue their Oracle Channel Training on May 31, 1999. Please plan accordingly.

May

4 SQL I: Retrieve Data
5 SQL II: Define and Manipulate Data
6 SQL Statement Tuning
11 Financial Applications Release 11 New Features
12 Manufacturing Applications Release 11 New Features
18 Oracle8 Architecture and Startup
19 Oracle8 Architecture and Startup
20 Oracle8 Networking Strategies
25 Introduction to Data Warehousing
26 Planning for a Successful Data Warehouse
27 Data Warehousing Fundamentals for DBAs

Class descriptions can be found on the Oracle website at **http://education.oracle.com/education/toc.** Class material is ordered, so you must register two weeks before the scheduled class date. Please contact Barbara Clark at 444-0846, ZIP!/Outlook, or e-mail at baclark@state.mt.us.

HCT Summer Semester 1999

Registration begins Tuesday, April 20, 1999. Register in person or call 444-6800 to receive a *Non-Degree Student Application.* Classes are offered on a first-come, first-serve basis. Payment is refunded if a class is cancelled.

Contact the main office at 444-6800 for the fee schedule. First time applicants (for credit courses) must pay a non-refundable application fee of $30.

If a state agency is paying for part, or all of the fees and/or book costs, a letter stating this must accompany your Non-Degree Student Application.

If a state agency is not paying for all or part of the fees, the entire or remaining balance is due upon registering for the courses.

Course #	Course Title	Credits	Days	Time	Room
May Session (Register by May 3)					
CT274-1	Visual Basic	2	5/17-5/28	8 am-Noon	207
EL126-1	Network Fundamentals (CISCO I)	4	5/10-6/3	1-5 pm	208
CT255-1	Oracle/SQL	4	6/1-3, 6/15-17, 6/28-7/1	8 am-4:30 pm	210
June Session (Register by June 4)					
WK110-1	Computers for beginners	1	6/14-6/15	8 am-4:30 pm	205A
WK112-1	Microsoft Office 97	1	6/16-6/17	8 am-4:30 pm	205A
WK145-1	Internet Workshop	1	6/21-6/22	8 am-4:30 pm	125B
CT137-1	Spreadsheets (Excel)	2	6/21-6/24	8 am-4:30 pm	205A
WK245-1	PC Maintenance	1	6/23-6/24	8 am-4:30 pm	135
WK248-1	Building Web Pages	1	6/23-6/24	8 am-4:30 pm	210
WK249-1	PowerPoint	1	6/28-6/29	8 am-4:30 pm	125B
WK250-1	Desktop Publishing (Publisher)	1	6/30-7/1	8 am-4:30 pm	125B
OT120-1	Word Processing (Word)	2	6/28-7/1	8 am-4:30 pm	205A
July Session (Register by June 30)					
CT134-1	Data Management Systems (Access)	2	7/6-7/9	8 am-4:30 pm	205A
WK205-1	Peachtree Accounting Workshop	1	7/13-7/14	8 am-4:30 pm	125B
EL176-1	Router Technology (CISCO II)	4	7/7-7/30	1-5 pm	208
CT284-1	Intermediate Visual Basic	2	7/12-7/23	8 am-Noon	207

State Training Calendar (Non-credit Workshops)

The Helena College of Technology of the University of Montana assembled this schedule. If you have any questions about enrollment, please call 406-444-6821. All classes are held at HCT, 1115 N. Roberts.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training.

Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, **you must send or deadhead a State Training Enrollment Application** to State Training Center, HCT, Helena, MT 59601.

If you have questions about enrollment, please call 406-444-6821 or e-mail to 'Helena College of UM' or lsuttorp@state.mt.us.

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. HCT is will schedule specific classes by request for state agencies.

Database Classes	PREREQ	DATE	COST	DAYS
Intro to Oracle	Windows 95	June 1-2	$200	2
Discoverer 3.0	Windows 95	June 3	100	1
SQL/PL-SQL	Intro to Oracle	June 15-17	300	3
Oracle Developer 2000	Intro to Oracle, SQL/PL-SQL	June 28-July 1	**442.20apr	4
Oracle Designer	Oracle Dev; SQL/PL-SQL	July 19-30 am	**536.95apr	5
Access 97	Windows 95	July 14-15	200	2
Crystal Reports	Windows 95	June 21-22	200	2
Data Network/Mainframe Classes				
NT Server 4.0	Intermediate Windows 95	June 21-30 pm	400 + book	4
Microcomputer Classes				
Windows 95 Conversion	Familiar with Windows	May 3 am, June 1 am, Aug 3 am	50	1/2
Windows 95	N/A	July 7	100	1
Outlook 98*	Windows 95	May 4 pm, June 1 pm, July 22 am	FREE	1/3
Advanced Outlook 98	Outlook 98	May 27 pm, June 24 am, July 15 am	25	1/4
Word 97 Conversion	Windows 95	May 3 pm, June 17 am, July 22 pm, Aug 17	50	1/2
Intro to Word 97	Windows 95	May 4, June 3, June 9, July 20, Aug 4	100	1
Intermediate Word 97	Intro to Word 97	May 6, June 10, June 22, July 27, Aug 11	100	1
Excel 97 Conversion	Windows 95	May 4 am, June 17 pm, July 28 am, Aug 18	50	1/2
Intro to Excel 97	Windows 95	May 5, June 8, July 8, Aug 5	100	1
Intermediate Excel 97	Intro to Word 97	May 7, June 15, July 21, Aug 12	100	1
Building Web Pages	Internet exper/Win 95	July 12-13	200	2

***Outlook 98 is for new employees of state agencies that have already converted to Outlook**
Prerequisites may be met with consent of Instructor.
****The Oracle Designer and Developer class fees are recovered through the monthly data network rate and paid for by ISD.**

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request _____

Date Offered _____

Student Data

Name _____

Soc. Sec. Number (for P/P/P) _____

Agency & Division _____

Mailing Address _____

Phone _____

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

_____

_____

Billing Information/Authorization Mandatory

LogonID _ _ _ _ _ _ Agency# _ _ _ _ Authorized Signature _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager _____

Training is needed for

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity (Agency will be billed for training.)
- ☐ Agency contractor (Agency will be billed for training.)

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to

State Training Center, Helena College of Technology of the U of M
Phone 444-6800 FAX 444-6892

Editor's Notes

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- ISD Box #, Deadhead or Mail
- **www.state.mt.us/isd/current/news/index.htm**
- ISD's Value Added Server/guest/N&V

To Submit an Article

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